



Department of  
Employee Insurance

KENTUCKY EMPLOYEES' HEALTH PLAN  
501 HIGH STREET, 2ND FLOOR  
FRANKFORT, KENTUCKY 40601  
WWW.KEHP.KY.GOV

KEHP MEMO 18-16

TO: KEHP ICs and HRGs

FROM: Department of Employee Insurance (DEI)

RE: Open Enrollment Exception Process (formerly grievance)

DATE: October 24, 2018

As Open Enrollment is nearing the end, we are preparing for the influx of grievances that come every year.

We are currently revamping the grievance process to streamline for efficiency and to reduce the overwhelming number of grievances we receive each year. The revamp will be in phases with the first phase being for Open Enrollment.

The first change is the name. Grievances will now be referred to as an exception request. Exception requests must be filed through the member's local Insurance Coordinator (IC), HR Generalist (HRG), or retirement system. Members must complete the Exception Request Form along with an updated Enrollment Application and submit to their local IC/HRG. The IC/HRG should ensure completeness of the exception request and send to DEI. The new Exception Request Form is attached and will be posted on our website by November 1, 2018.

The following dates and guidelines will be strictly adhered to for Open Enrollment Exception Requests.

1. Open Enrollment Exception Request packages **MUST** be received by DEI on or before January 31, 2019 to be considered.
  - a. Mailed requests **MUST** have a post date on or before January 31, 2019 to be considered.
  - b. Faxed requests **MUST** have a date stamp on or before January 31, 2019 to be considered.
  - c. Any request faxed or postmarked February 1, 2019 and after will be automatically denied.
2. Open Enrollment Exception Requests received without a fully completed Enrollment Application will be automatically denied.
3. Open Enrollment Exception Request effective dates if approved:
  - a. **Received and signed** by Dec. 31, 2018: January 1, 2019 effective date; and
  - b. **Received and signed** by Jan. 31, 2019: February 1, 2019 effective date.

Notes:

- Waiver HRA and CDHP HRA funds will be forfeited if an Open Enrollment Exception Request related to these plans is not submitted by Dec. 31, 2018.
- Open Enrollment Exception Requests signed in December, but received in January, will be processed with a February 1, 2019 effective date if approved.